

Diagnostic Business Assessment of Current Operations

What does it mean to you?

Small business owners face the constant challenge of ensuring that their current operations have not out-grown the infrastructure (i.e. business plan, processes, technology, etc) that their business relies on to operate efficiently and effectively. The Diagnostic Assessment consists of a high level review of the organization's business plan, key departments' processes and the technology that automates them, to find areas that are performing below expectations.

What do we accomplish for you?

- Interview business owner and set expectations for the assessment
- Create a timeline for project
- Create a project plan for the assessment
- Identify G&A and client resources needed to complete the assessment
- Review Business plan (if available)
- Analyze high-level current state process flows of key departments
- Catalog and estimate the cost of fixing the identified "pain points"
- Create high-level future state process flow diagrams for key departments
- Analyze the current technology infrastructure and recommend enhancements based on future state processes and the business plan
- Provide documentation that outlines the findings, recommendations and how many resources are required

What benefits should you expect?

- Feedback on how well the business owner/ leader has clearly defined and documented short and long-term goals
- Mission and vision statements that capture the spirit of the business plan and owner
- Identification of the causes of operational inefficiencies, not just the effects, by taking a holistic view of business processes
- High level future state processes that take into consideration the business plan of the organization
- One document that contains the business areas / processes that need improvement
- Prioritization of the recommendations
- Estimated cost of implementing recommended improvements
- A "value statement" that provides measured benefits that may be realized from the recommendations

What do we deliver to you?

- High-level assessment of the business plan that includes recommendations on how to align it with current operations (internal) and industry and economic conditions (external)
- High-level current state process flows that identify the points where inefficiencies, or pains, exist
- An estimate of the benefits that may be realized
- High level future state process flow diagrams
- High-level technology recommendations to automate "Best Practice" future state process flows
- High-level future state process flows annotated with technology

